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JUL 10 2006

CG Docket No 03-123

IMG_5313

Federal Communications Commission
Office of the Secretary

Hello Mr. Chandler,

I have a serious thought about this picture issue. I don't really know if it is legally libeling others as inferior services. Shown on the picture as a proof of libeling other services' quality of services.

I had the speed dial listing which composes of 40 (the maximum number allowed by Sorenson VP100 equipment) and the Sorenson VP100 had downloaded a newer version of firmware which will allow me to contact any VRS providers.

The problem is that I am not able to use my speed dial directory because it added Sorenson's direct VRS connection to the speed list. It exceeded the maximum number allowed in equipment. After two lengthy waiting for the technical support team to be answered, I finally explained the problem on my end. They said "It is very common problem all over USA and suggested me to download the earlier version of firmware and FORCED me to remove one of my speed dial list" which would allow Sorenson to add their number to the list.

Thank you for your attention.

Phil Jacob

Note: Attached electronic image (IMG_5313.jp) attached showing a television screen with a Sorenson VRS message displayed: "You are dialing a Video Relay Service (VRS) that does not use or support Sorenson Services. Sorenson cannot ensure the quality of interpreting services of the video clarity that is offered by the other VRS provider. Do you wish to continue to place this call?" Options given: in the future, do not show this message; yes; no; ASL help video.

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